



Job Description

Social Services Caseworker (Removal)

TITLE: Social Services Caseworker

REPORTS TO: Legal Director

TYPE OF POSITION: Full time

WHO WE ARE:

For more than 30 years, American Gateways has provided immigration legal services and advocacy to low-income immigrant individuals and families in Central Texas. With offices in Austin, San Antonio, and Waco, we provide exceptional legal services to low-income immigrants at no or low cost.

SUMMARY DESCRIPTION:

The Social Services Caseworker provides case management and advocacy on behalf of detained and non-detained individuals in removal proceedings and their families. This position is part of a holistic, person-centered approach which requires an ideal candidate to work with our legal team and clients.

This will require the development, implementation, and evaluation of an interdisciplinary program for client services, including social services. These could include housing, medical care, food assistance, enrolling their children into school and other similar services.

The caseload will likely include helping individuals with mental or physical health issues, detained parents, and families lacking financial and other resources. Tasks include meeting with clients and their families, creation of plans to ensure access to and continuity of services and providing appropriate referrals. The position also includes administrative work including file management, data entry, and referral services, as well as supporting attorneys and legal staff. The position provides the opportunity to participate in outreach activities and collaborative projects within a network of providers, under the supervision of the Legal Director.

MAJOR DUTIES AND RESPONSIBILITIES:

- Develop and conduct comprehensive needs assessments and service plans for clients in removal proceedings. The caseload will consist of a mixture of clients who require higher levels of assistance and others with fewer needs.
- Provide information, education, referrals, outreach, advocacy, and support to ensure that clients receive the services they require (i.e., appropriate medical, mental health, housing, education services, crime victim compensation, address confidentiality, etc.)
- Provide assistance related to the legal case as needed, such as preparation of supporting documentation and accompaniment to ICE check-ins, court, biometric appointments, etc.
- Provide assistance to clients in the preparation of Safety Plans.
- Maintain regular communication with clients through calls and in-person meetings to provide social services case-management. This will include regular visits to the detention centers.
- Triage client emergencies and provide culturally competent crisis intervention when needed.
- Help develop and maintain relationships with community partners.
- Participate in education and outreach activities, including local coalitions, task forces and working groups.
- Maintain clients' confidential records, input case notes, and perform other administrative tasks such as timekeeping, data entry, and grant compliance.
- Perform all other duties as needed and/or as directed by the supervisor.



Job Description *Social Services Caseworker (Removal)*

REQUIRED WORK EXPERIENCE/SKILLS:

- Fluent or have advanced proficiency in Spanish (written and spoken language skills).
- Ability to work in a collaborative and client centered work environment.
- High School diploma
- 4 years of experience

REQUIRED EDUCATION/QUALIFICATIONS:

- BSW or equivalent experience

BENEFITS: A position with American Gateways includes the following benefits:

- Full coverage health insurance, including dental and vision, with options for employee contribution to a deluxe plan.
- Full coverage for life insurance and short/long term disability.
- Retirement benefits package
- Flexible Spending Account
- Health Spending Account
- Paid time off, sick/medical leave, paid holidays plus a bonus extended holiday which amounts to a week off for office closure during the December holidays (between Christmas and New Year's).
- 7-weeks parental leave (up to 12 weeks total, with option to use PTO, sick time for unpaid portion), and bereavement leave
- Employee training budget that renews yearly
- Flexible hybrid work plan
- Salary is commensurate with experience. All offers are reviewed and approved by the Union.

WORK HOURS: This is a full-time, 40 hours per week position.

HYBRID WORK PLAN: This position will require working remotely and in-office at the assigned work location. Travel is required to detention facilities, Immigration Court and any other locations needed.

TERM: This position has received an initial funding commitment of 12 months but will continue as long as funding is secured.

APPLY: Please email resume and cover letter to americangateways@gmail.com.